
Subject: Emergency Manual Backup Process

Effective Date: **September 1, 2017**Revised from: **October 1, 2014**

Policy: Local Agencies must follow these procedures in the event of an emergency. An emergency is defined as any situation that threatens the continuity of Local Agency operations or the safety of its personnel. Emergencies include disasters and states of emergency as declared by the Governor. Incorporate procedures below into the local Office Emergency and Business Recovery Plan in order to continue WIC benefit distribution.

The packet of needed materials and resources is to be on file in the clinic and carried as part of all mobile clinics.

Procedure:

These procedures are to be used when a clinic is unable to enter data in the KWIC system because of equipment failure, or electricity interruption. In these instances, services can proceed using a manual system. Later, when KWIC is restored, data collected manually will need to be entered into KWIC. After information is entered, **benefits** can be **issued** and a card mailed to the client **if not issued when client is certified**. **If a card is issued while unable to enter data in KWIC, record the card number on the appropriate manual back up form and instruct the client how to setup a PIN using the IVR.** Refer to policy [FCI 04.07.00](#) Mailing **eWIC Cards** before mailing **cards**.

The following is the recommended procedure whenever an emergency occurs:

1. **If possible, reschedule any appointments for another day.** This will lessen the data gathering load on staff.
2. Gather the items you need to complete manual certifications:
 - [Nutrition Risk Factors](#)
 - Food Package policies:
 - [FCI 02.01.00](#) Food Packages for Infants
 - [FCI 02.01.01](#) Breastfeeding Infant
 - [FCI 02.01.02](#) Primary Contract Infant Formula
 - [FCI 02.01.03](#) Non-Contract Infant Formula
 - [FCI 02.01.05](#) Special Formula
 - [FCI 02.02.00](#) Food Packages for Children
 - [FCI 02.02.01](#) Child Special Formulas
 - [FCI 02.03.00](#) Women Food Packages
 - [FCI 02.03.01](#) Pregnant Women
 - [FCI 02.03.02](#) Breastfeeding Women
 - [FCI 02.03.03](#) Postpartum Women
 - [FCI 02.03.04](#) Women Medical Foods
 - [Income Guidelines](#)
 - Growth Charts
 - Prenatal Weight Gain Grid
 - KWIC Manual Backup Form
 - Woman

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- Child and Infant
 - Basic Contact Information List (item 10 below)
 - Calculator
 - Notebook or paper for notes
3. The Manual Backup Form is used to complete the following appointment types:
- Presume Eligible
 - Apply for WIC
 - Recertification
 - High Risk (RD) Contact
 - Follow-up Contact
 - NEi or NE+ Contact
 - Mid Certification

For these appointments, complete the appropriate form with the information required for that appointment.

4. If the client/family arrives for their low risk nutrition education contact or class, provide the class or reschedule if necessary. Document attendance on the appropriate manual form, including information that benefits will be issued. Remind clients to call back or offer to call them back and schedule their next appointment.
5. If the client/family arrives for their food benefits appointment, document their card number on the appropriate manual form in order to issue benefits later. Remind clients to call back or offer to call them back and schedule their next appointment.
6. When KWIC is back up and running, data collected manually will need to be entered into the system.
7. For each appointment recorded manually:
- Enter the appointment information into the system.
 - If appointment or other letters are generated, mail these to the client/family
 - If a card is issued, mail it to the client, with the mailed card letter.
 - Indicate that the card was mailed and/or that benefits were issued in the Notes section.
8. For clients who attended a low risk Nutrition Education class:
- Enter the appointment outcome in the appointment book and in Class Management.
 - If a card is issued, mail it to the client, with the mailed card letter
 - Indicate that benefits were issued in the Notes section.
9. For clients who needed benefits only:
- Issue benefits to the client.
 - Indicate that benefits were issued in the Notes section.

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10. Basic Contact Information is a check list of topics to be addressed during a manual certification.

- Rights and Responsibilities
- Voter Registration
- Importance of Participation in Nutrition Education
- Orientation with WIC **cards and benefits**
- WIC Program Booklet
- Authorized Vendors
- **Benefit Issuance** Rules
- Next Appointment
- Civil Rights
- Questions or Complaints